



**Together
we are strong**

**Annual Report
2022/2023**

Intercom Trust

**Help, support and advocacy services
for our LGBT+ communities**

www.intercomtrust.org.uk

Registered Charity No: 1171878

Charity registration number: 1171878

The Intercom Trust

Annual Report and Financial Statements

for the Year Ended 31 March 2023

The Intercom Trust
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The Intercom Trust

Reference and Administrative Details

Trustees	Simon Hill (Chair) Jana Funke (Treasurer) Helen Casson Halle Sian Fowler Adam Jackson Philip Evans Richards Kaye Stevenson Michael Singleton
Secretary	Adam Jackson
Charity Registration Number	1171878
Principal Office	PO Box 285 Exeter Devon EX4 3ZT
Independent Examiner	Thompson Jenner LLP 1 Colleton Crescent Exeter Devon EX2 4DG
Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ

The Intercom Trust Trustees' Report

The trustees present their report and the financial statements for the year ended 31 March 2023. The trustees who served during the year and up to the date of this report are set out on page 1.

Structure, Governance, and Management

Key powers of the Trustees (from the Deed of Trust, section 5):

1. To co-operate with voluntary and statutory agencies and other organisations and associations operating in furtherance of the Objects or of similar purposes and to exchange information and advice with them;
2. To establish or support any charitable trusts, associations or institutions formed for any of the charitable purposes included in the Objects;
3. To act as a focus and resource for other agencies and organisations who in the opinion of the trustees share all or some of these Objects or else contribute to their fulfilment;
4. To improve the sense of community amongst isolated and vulnerable lesbians, gay men, bisexuals and trans+ people, to broaden their access to mainstream services on the level of full equality with other members of the public, and to enable them to create new structures of self-help;
5. To work by all lawful educational and charitable means towards the eradication of homophobic and transphobic violence, prejudice and discrimination from private, public and corporate life;
6. To facilitate, encourage and publicize lesbian, gay, bisexual and trans+ communal and cultural activities in all fields including but not limited to the arts, sport and leisure activities;
7. To support families whose members include lesbian, gay, bisexual or trans+ people.

As a community-led organisation, responsive to community needs, Intercom's principal activities under the Constitution are centred on issues that related to social isolation, crime and community safety, equal access to services, and young people's needs. Community consultation is mainstreamed throughout all services. The primary activities are (1) providing direct help for individuals in need, (2) developing the local and sub-regional community by the provision of infrastructure support services for other community-led organisations, and (3) partnerships, consultancy and training for a wide range of organisations in the public and other sectors.

Intercom's primary area of benefit is the South West. (Currently our primary activities are focused on Cornwall and Devon). The governing document also allows Intercom to act at a regional or national level provided that such action brings a direct benefit to LGBT+ people in the primary area.

Charitable Objectives

The Objectives of Intercom are:

1. To relieve the needs of lesbian gay bisexual and trans+ people and others who are in need on account of discrimination suffered in relation to sexual orientation or gender identity in such ways as are charitable at law;
2. To promote human rights (as set out in the European Convention of Human Rights and subsequent legislation, case determinations, conventions and declarations) by raising awareness of human rights issues, promoting public support for human rights, obtaining redress for the victims of human rights abuse, and contributing to the sound administration of human rights law;
3. To advance the education of the public in relation to all aspects of discrimination and other disadvantage suffered by reason of being lesbian gay bisexual or trans+.

**The Intercom Trust
Trustees' Report (continued)**

Organisational Structure

The Board of Trustees meet every six-eight weeks and (except for any reserved items) staff are welcome to attend and speak. The Chief Executive Officer, Andy Hunt, and Deputy CEO, Julia Boas, are normally present at all meetings. Andy Hunt has held the role of Advisor to the Trustees since September 2017. The CEO is responsible to the Board of Trustees through Simon Hill, the Chair of Trustees, who is his line-manager.

His responsibilities, through a devolved authority policy are as follows:

1. All activities and operations of Intercom.
2. Ensuring compliance with funding agreements and other obligations.
3. Budgeting and use of human, financial and capital resources.
4. Defining, and implementing, Intercom strategy and policy within limits defined from time to time by the Board of Trustees.
5. Strategic development of Intercom.
6. Delivery of Intercom's partnership and infrastructure services.

Trustees

Appointment

Trustees are appointed by vote of the Board of Trustees, following a recruitment and selection process that matches the skills, experience and qualifications of candidates with the needs of Intercom and the requirements for charity trustees. The recruitment process is administered and supervised by the Chair of the Board of Trustees.

Induction and Training

Prospective trustees attend Trustees' meetings as observers, and then apply to become Trustees, giving an account of how their knowledge, skills and experience match Intercom's formal Trustee Core Skills document. Trustees are provided with induction and training days that cover the aims, values, operations and history of Intercom, and the responsibilities of charitable trustees.

Additional Roles

Helen Casson remains our trustee with safeguarding oversight and our Caldicott Guardian.

Andrew Duncan and Chris Musgrave are also Emeritus Trustees due to their many years of loyal service to Intercom.

Changes to Trustees

Elliot Kenton and Suzi Mcgoldrick stepped down and Michael Singleton and Kaye Stephenson joined the board January 2022.

Staffing

Management

The Management team consists of:

- Andy Hunt, CEO
- Julia Boas, Deputy CEO
- Paul Dawson, Office Manager

Andy Hunt, the CEO, has overall operational and strategic responsibility at Intercom Trust (responsibilities set out on page 3) and is supported in this role by Julia Boas, Deputy CEO, and by Paul Dawson, our Office Manager.

The Intercom Trust Trustees' Report (continued)

Office Administrator Tom Gibbs joined us in September 2022 to fulfil a new role as part-time administrator, supporting Paul our Office Manager.

Practitioners

Once again, the Trustees thank all staff for their loyalty, commitment, dedication, and their professionalism and skills.

In April 2022 the **Help, Support, and Advocacy (HSA)** team consisted, of seven full-time and one part-time LGBT+ Practitioners, based in our central office in Exeter and our off-site offices in Plymouth and Truro. No HSA staff left during this period, and we recruited for one additional part-time post during the year.

The support team consists of:

- Vickie Rossiter – Full time Devon Senior LGBT+ Practitioner
- Debbie Ley – Full time Plymouth & Cornwall Senior LGBT+ Practitioner
- Steve Cannon – Full time Cornwall LGBT+ Practitioner & Trainer
- Zoe Powell – Full time Devon LGBT+ Practitioner
- Sarah Grayer – Part time Plymouth LGBT+ Practitioner & Trainer
- Izzy Gee – Full time Devon LGBT+ Practitioner
- Jane Davison - Full time LGBT+ Practitioner
- Orion Boundy - Full time helpline worker
- Zoe Copeland - Part time Plymouth LGBT+ Practitioner (joined in August 2022)

The Open Project Full-time Schools Workers have been Daz Wright (Devon) and Sadie Long (Cornwall) throughout the year.

Young and Yourself Cornwall LGBTQI Youth Group Hanna Toms joined Intercom as part time YAY Co-Ordinator in June 2022. Hanna is supported by Sheena Harvey who is our Senior Youth Worker. The group also employs several sessional youth workers.

Safer Rainbow Helen Brown joined Intercom to help launch our new Safer Rainbow domestic violence and abuse service in April 2022 as our full-time Devon LGBT+ IDVA. In this project we also support Row Barber (employed by First Light) the Cornwall LGBT+ IDVA.

Low/No Cost Counselling Service Barbara Appleby continued as our part-time Counselling & Groups Coordinator throughout the year.

Premises

We have needed to change and expand our premises during 2022 and we now have larger offices in Exeter, better able to accommodate the expanded staff team and to provide more onsite group work and counselling. We also furnished our new offices in Plymouth in a client-welcoming manner with thanks to a grant through the Clothworkers Foundation.

Overview of the Year

Intercom Trust is a community-led charity that provides help, support, and advocacy to LGBT+ people of all ages across the Devon, Cornwall Plymouth and Torbay, including their loved-ones and the professionals who work with them. The overall aim of our charity is to help make the Southwest a better place to live for people with diverse sexual orientations and gender identities.

Intercom has had a successful, if rather challenging, year between April 2022 and March 2023. It is hard to put a positive spin on the social, economic, and political climate over this last year. Release from pandemic restrictions has enabled our staff and communities to start to reconnect in person more and return to more 'normal' routines. However, the national cost-of-living crisis alongside emboldened socially conservative narratives has tainted the potential joy of post-pandemic freedom. We continue to meet and collaborate with our sibling LGBT+ support charities across the country and we know that this is a national problem.

We have continued to experience ever-increasing volume, severity, and complexity of need in those who seek our support. Clients continue to present to us with highly complex needs, including much more severe mental health problems, housing and cost of living problems, and are more often victims of crime and school bullying. This is particularly true for the young people we support and trans and non-binary clients.

The charity has done the best we can to adapt and grow to meet these needs, in particular focusing on those who we have previously struggled to reach (LGBT+ people experiencing domestic abuse) and young people, who we know have suffered more than most during the pandemic and who often feeling understandably distressed by political narratives and media mythmaking about their gender identities.

Intercom's staff and volunteers resiliently push on to provide support and understanding, to respectfully challenge prejudice and discrimination and bridge divides. We have yet again expanded our reach and developed our service offering, and we look forward to more exciting developments in the coming year.

Staff welfare has also continued to be a priority for us this year. We could not be more grateful for the dedicated and professional staff team we have, and we want to support them to flourish in their roles, recognising that the past few years have posed unprecedented professional and personal challenges for all.

This was only possible with the flexibility and willingness of our funders who went the extra mile to enable us to adapt and grow the services to meet more needs. During the year we have successfully developed the Safer Rainbow domestic abuse service, substantially grown our LGBTQ+ school-safe-space Open Project and our Low-cost Counselling service, as well as piloted several diverse social and support groups.

- We have significantly developed two new services (Safer Rainbow and Open Project).
- We have become respected contributors to NHS One Devon, domestic violence, and young people's strategic development.
- We have developed our financial and accounting systems and achieved a relevant reserve fund through additional consultancy and training income.
- We have increased our overall capacity and skills as a staff team, via continued development of grant income for our services

**The Intercom Trust
Trustees' Report (continued)**

As a charity, we have also needed to cover significantly increased running costs, support our staff to meet their personal living costs and their CPD and support needs, and continue to secure ongoing service funding in a context of decreasing funds available.

To compound administrative and morale challenges, the government and media support for diversity that was prevalent in previous decades has dropped away and we must now manage a continued shift in political and social attitudes towards a more divisive and polarising approach to equality. Alongside other LGBT+ charities, we are aware that there are individuals and groups who are taking action to prevent our work supporting our trans+ communities. We must now spend more time advocating for LGBT+ rights and focusing on publicity and reputation management in anticipation of the challenges in the months and years ahead.

Headlines

We undertook over 24,600 activities *(last year over 23,000), including:*

- 2,840 one-to-one support sessions (face-to-face or over video or phone) (2,322)
- 2,960 phone calls, 11,243 emails, and 4,694 text messages (2,875; 11,399; 2,996)
- 687 counselling sessions (face-to-face or over video or phone) (583)
- 21 Gender Identity Family Days (13)
- 61 YAY Youth Groups (including a swim group and extra events) (42)
- 526 LGBT+ Lunchtime Schools Groups (183)
- 68 Other support Groups

In total we supported 3,227 people in the 2022-2023 year *(last year 2,252):*

- 608 accessed our confidential Helpline support (485)
- 583 accessed our 1-1 Support & Advocacy service (536)
- 79 received low / no-cost counselling (69)
- 2,052 were supported through LGBT+ Lunchtime Schools Groups (1,145)
- 95 were supported through YAY Youth Groups and activities (108)
- 97 (37 families) were supported through Gender identity Family Days (160)

**The Intercom Trust
Trustees' Report (continued)**

Our Work

Helpline, Support and Advocacy

Our primary service, HSA, continues to provide the core of our 1-1 support across Devon and Cornwall for LGBT+ people and their loved ones.

Our **Confidential Helpline** has remained busy; fielding queries, requests for help, providing listening and emotional support over phone and email. It is often the first point of contact for people looking for information or support and is the key route into our other services.

"Really nice talking to you as it feels like a safe space. Feels different talking to someone from the LGBT+ community."

(Feedback from a Helpline client)

Our **Support and Advocacy** LGBT+ Practitioners, traverse the two counties from our offices in Exeter, Plymouth, and Truro ensure we are able to provide in-person support to those that need 1-1 support and/or advocacy. Where appropriate we continue to work online with individuals (a practice established during the pandemic) but we recognise the importance of face-to-face engagement and have embraced this again post lockdowns when the need and circumstances indicate it could be useful.

"I feel it has been really helpful for me to connect with other members of the community, as well as discussing issues facing me personally with regards to my gender identity. Intercom has been extremely helpful in validating me and making me feel less alone when coming up against people who just don't seem to understand."

(Feedback from a Support and Advocacy client)

The needs we support people with are often:

- to address prejudice and discrimination, including bullying, hate crimes, and other hate incidents,
- to find and link in with other community groups and to address barriers to accessing other support where possible (including supporting inclusive practice of other professionals)
- to support with difficulties relating to self-acceptance and/or family acceptance,
- to support those on long and frustrating waiting lists for NHS care or who have "fallen through the gaps" where multiple needs are too complex for any one service,
- to champion equality and improve awareness of LGBT+ rights

"Massively helpful to me over the last year in terms of feeling part of the community, feeling supported, and being able to ask questions about my rights etc."

(Feedback from a Support and Advocacy client)

The Intercom Trust Trustees' Report (continued)

We have faced challenging times over the past 12 months, and this has resulted in an increase in the number of people wishing to access our services and an increase in the complexity of issues that our clients often present with. This demand has had a knock-on effect on our capacity as a service and the length of time individuals may need to wait in order to receive our support. Without compromising or sacrificing the high quality of care and service we offer; our dedicated staff continuously strive to find ways to work smarter and more effectively.

Where possible, our hope is to find additional funding in order to expand our service and meet the growing needs of those that contact our service in crisis.

At the start of the 22–23-year, HSA was supporting approximately 200 people per month. At the end of the past year, this number had reached approximately 230 people a month.



The increased demand on our services over the past year has also been reflected in more need for our **Low/No-Cost Counselling Service** through which we can provide more therapeutic support. We have been able to provide counselling support to many of our service users by utilising student and volunteer counsellors, which we have grown over the year. We were able to temporarily expand our Counselling Service with some additional Covid-relief funding until December '22. This funding enabled us to employ some qualified sessional counsellors to supplement the provision we were able to provide with student and volunteer counsellors alone. This was particularly useful for providing counselling support to some more complex clients that we cannot match to student counsellors and is a service we would like to continue to provide and expand in the year ahead.

This grant, supported by a couple of smaller grants, enabled us to provide several series of groups and groupwork support for our communities for 4 months towards the end of the year. These included social groups, such as games evening and make-up group, drop-ins for those struggling with cost of living and energy costs, and art and pottery groups.

Our service has continued to be strengthened by the relationship we have with consortium of LGBT+ Helpline providers called the **LGBT+ NET Helplines Project**. This network of organisations has provided a valuable resource for sharing data, developing working practices and information, as well as looking at trends and needs within our sector. Being a part of this consortium has helped us develop the engagement we have with other service providers, which in turn can only help us to improve our practice as we move forward.

Developing Services

A key focus this year has been the development of the new **Safer Rainbow domestic abuse service**, in collaboration with Torbay Domestic Abuse Service (TDAS) in Devon and FirstLight in Cornwall, funded by Ministry of Justice. We employed a full-time LGBT+ IDVA for Devon and supported the development of an LGBT+ IDVA in Cornwall. Over the year we have made links with services and communities to bring awareness to this new support. We have supported some very high-risk individuals and families who have reported great benefit from the work.

Safer Rainbow
Supported **41** LGBT+ survivors of domestic abuse.

With the success of the service, we have also had agreement to employ another IDVA in Devon over the coming year who will focus on sexual health pathways and support survivors of sexual violence and abuse also.

"Intercom have the experience and knowledge to welcome vulnerable people and care for their needs and support in which area they are suffering. I received a lot of support going through a DV relationship and have achieved so much from my sessions."

(Feedback from a Safer Rainbow client)

Working in and with Schools

Our **Schools Group service (The Open Project)** has yet again grown over the year to provide LGBTQ+ safe spaces for young people throughout yet more secondary schools in Devon and Cornwall. The project now employs two full-time Schools Workers (one in each county) to introduce and facilitate LGBTQ+ lunch time drop-in groups. We aim to ensure every LGBTQ+ secondary school pupil in both counties has regular safe space to access at school.

"I feel better about my sexuality and feel like I'm not the odd one out thanks to intercom trust"

(Feedback from an Open Project Participant)

Feedback about the groups and the impact on students has been overwhelmingly positive and we have found more schools keen to participate in the offer despite their own limited resources.

"It's great for our students to see 'real life' LGBT+ people from the community and have a safe person to talk to about their feelings / thoughts and to voice their opinions with."

(Feedback from a teacher in school participating in the Open Project)

Open Project
Supported over **2,052** young people with **583** LGBTQ+ Schools Groups
Now supporting **32 of the 32** secondary schools in Cornwall and **27 of the 52** schools in Devon to provide this crucial safe space.

**The Intercom Trust
Trustees' Report (continued)**

This work continues to be complimented by our Support and Advocacy service described earlier, which enables us to provide further practical and emotional support on a 1-1 basis for those who are really struggling.

"It has been just so amazing to have someone else in my son's corner. It has felt less lonely and pressurised - dealing with the hideousness of transphobic bullying for example - for both my son and myself. Thank you SO much."

(Feedback from a parent of a young person receiving 1-1 Practitioner support)

In addition to our support for students, we have also continued to support schools themselves to achieve the **Rainbow Flag Award**, a certificate of LGBTQ+ inclusivity developed by the Proud Trust. The process of attaining the award ensures schools take a whole-school approach to LGBTQ+ inclusion from addressing pupil voice to staff awareness and school policies and procedures. So far Intercom has supported 4 schools to achieve the award and another 13 have started.

We enjoyed a glorious return to holding our **LGBTQ+ School Gatherings** in July 2022. The theme was a celebration of 50 year of Pride, involving fun and engaging workshops and space for more than 300 students from several schools to come together over the course of four days.

Youth Groups and Family Support

Our **LGBTQ+ Youth Groups, Young and Yourself (YAY)**, in Cornwall have provided more groups over the last year, returning to more consistent in-person support.

"I feel connected to the wider community at yay which is especially necessary in Cornwall where things can feel lonely."

Coming back from lock-downs into the centre was a big step for everyone, although some young people continue to be cautious and wear a mask, sessions are back to normal weekly contact. We noticed that many of our older young people, had been impacted by their time in isolation and required more support than we would have expected for their age group, they were not ready to move onto independent social meetups. We wanted to continue to support these young people but their presence at the session felt intrusive to the younger group who were just starting their time with us. We took the decision to split the group and seek additional funding to create a young adult's group, giving the core age group the chance to come together as a group and find their own community.

"My child has not left the house for two years but now they come to YAY and are starting to make friends."

(Feedback from a parent of a YAY YP)

We set up a swimming group after taking the group to an outdoor pool as part of the summer programme. It was clear that swimming was a great way to help our YP with their mental health and self-belief. The young Trans people suffer from body dysphoria and a number of young people could be considered to not have good physical or mental health including their weight - resulting from

**The Intercom Trust
Trustees' Report (continued)**

comfort eating due to bullying or unhealthy relationships with family and friends. It is complex, but body issues account for a good deal of low self-esteem and lack of confidence.

Our YP felt that swimming wasn't an activity that was available to them due to proscriptive swim wear and changing facilities. So, we decided to do them bi monthly. A great combination of something that helps them physically and mentally. It's been a joy to see, even the most unfit young people getting in the pool and having fun. One YP enjoyed swim group so much she has taken the brave step of going swimming on her own and her self-belief is noticeably improved.

"Before yay I was ashamed and very secretive about my sexuality, I've gained confidence now which as allowed me to understand myself more and be proud of who I am."

The **Gender Identity Family Days** that we hold frequently across our three offices (Exeter, Plymouth and Truro) continue to provide a vital and much needed safe space for parents, carers and family members to meet along with the trans+/gender diverse young person in their life. These spaces enable all involved to connect with others, share their experiences, build strong networks and develop friendships with people going through things similar to themselves.

"Intercom staff at the family days are amazing facilitators and provide an invaluable support to families, which is not available elsewhere."

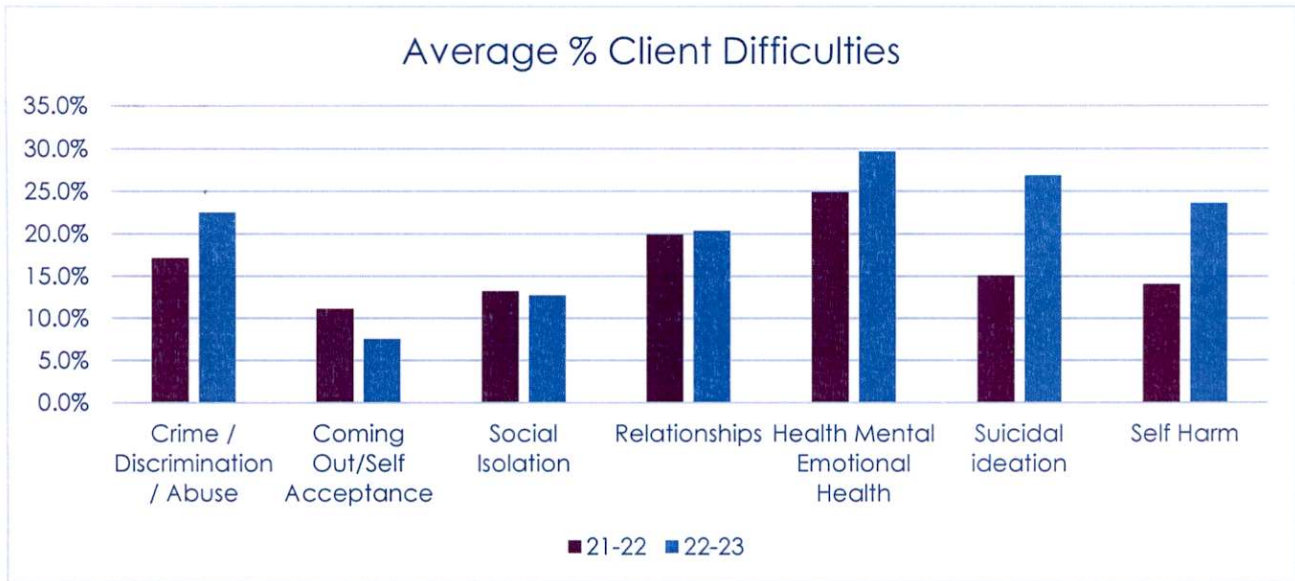
"We have only attended one family day but it was great for my child to meet other children (and adults) that are the same as them. Also great for me to be able to speak to other parents at different stage, and the staff/volunteers are also brilliant. Such a welcoming space, thank you."

What people were struggling with

Over the year, the proportion our clients seeking support specifically around their gender identity (54% to 60%) has continued to steadily increase, which is a continuing trend over several years. The proportion of clients wanting support around their sexual orientation has stayed roughly the same (around 20%).

The chart below illustrates the most common difficulties that our Helpline, Support, and Advocacy clients presented with. In comparison to the previous year, social isolation has reduced again, as have people struggling with coming out. However, crime, discrimination and abuse as well as mental and emotional health difficulties continue to rise.

**The Intercom Trust
Trustees' Report (continued)**



In particular we are sadly needing to support more people experiencing self-harm and suicidal ideation than ever before (self-harm from 14% up to 24%, suicidal ideation from 15% up to 27%). This, along with the multitude of other concerns clients present to us, have meant we have needed to offer more intensive and holistic support and focused on reducing risk and improving mental wellbeing.

Demographics and diversity

The large expansion of our school groups now means that **75%** (↑ from last year) **of those we supported were under 18**. Approximately 40% (↑) of those we supported through our helpline and support and advocacy services were under 18.

Where recorded (we do not record some of our group work participant demographics), about 60% (↑) of our clients identified as trans+ (including non-binary, genderqueer, gender fluid, and other identities) and a further 15% (↑) said they were questioning their gender identity.

Similarly, approximately 38% of our clients identified as gay or lesbian (↑), and another 19% (↓) as bisexual, 10% (↓) as pansexual, 8% (↓) as heterosexual, 6% (↑) as asexual, and a further 8% (↑) in another way.

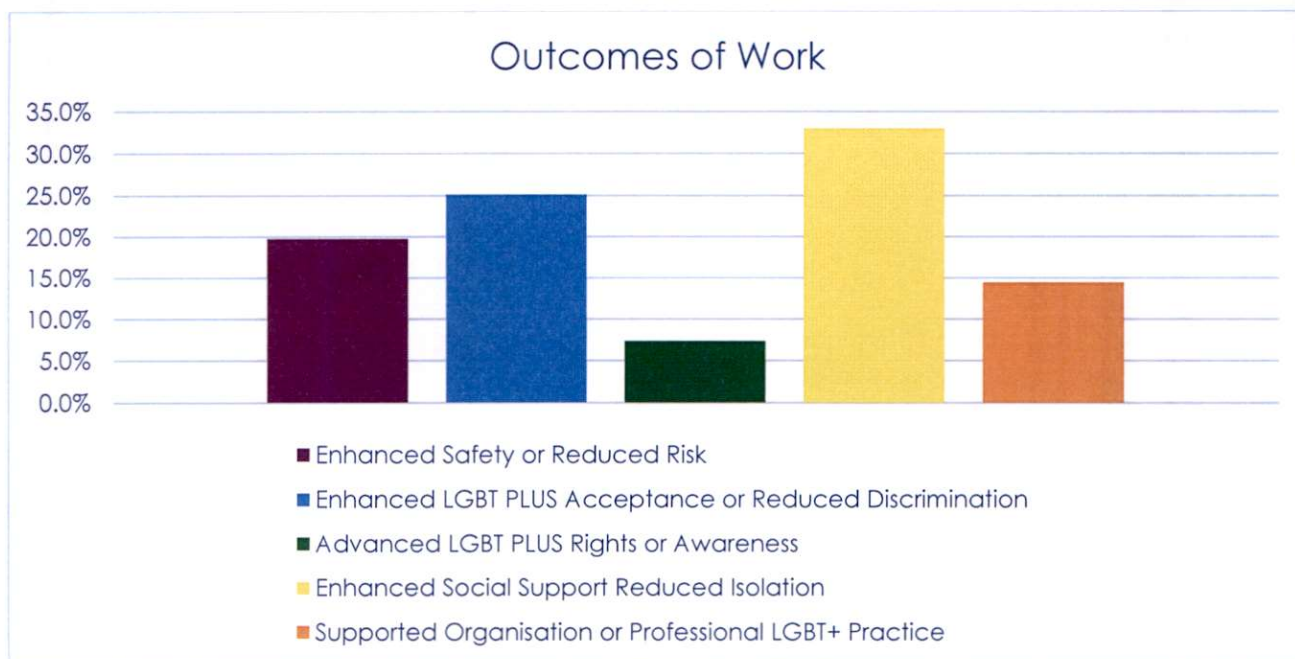
We are committed to providing support and care in a way that actively includes those with intersectional identities. Approximately 90% - 91% of our clients identify as White British, with other clients identifying from a range of other race/ethnicities. This is roughly in proportion with ONS statistics for the region but we continue to maintain awareness and goals around continually improving our accessibility to all.

About 19% of our clients had additional access needs. We are aware that this includes a high number of individuals who are on the autistic spectrum and we have started to explore new ways of ensuring we are as welcoming as possible to our neurodiverse clients.

Outcomes and Satisfaction

Our work over this year has continued to include a high level of reducing isolation. We have also worked increasingly on enhancing safety and reducing discrimination, as shown in the table below.

The Intercom Trust
Trustees' Report (continued)



Client feedback

We regularly ask for feedback about our services with the aim of always listening to the needs of the LGBT+ communities we serve. We asked clients, family members, and professionals to tell us how we have done. We were scored **4.8 / 5 star** for the quality of services we provide.

As a result of our support:

- **81%** clients reported that they are **more comfortable with their sexual orientation**
- **89%** clients reported that they are **more comfortable with their gender identity**
- **82%** clients reported that they **feel less isolated / more connected** to LGBT+ positive people and spaces
- **75%** clients reported that they **feel safer**
- **72%** clients reported that their **self-esteem and confidence has improved**
- **66%** clients reported **managing mental health better**
- **56%** clients reported **managing their physical health** and/or looking after themselves better
- **68%** clients reported that their **relationships with others have improved**

Improvements that were supported by the feedback offered by family members and other professionals also.

Not sure where we would be without you guys. My son was in a very dark place, the support he has received has been phenomenal.

**The Intercom Trust
Trustees' Report (continued)**

Consultancy and Training

We have continued to develop and refine our training over recent years and our evaluations continue to show that we have a great impact, providing warm and open, with an informative and reflective approach. The professionals who undertake our CPD accredited training rate, on average, an increase of both their LGBT+ knowledge and confidence to support LGBT+ individuals from 5/10 to 8/10.

Quality and Governance

We pride ourselves in offering the highest quality of services we can and so have continued to develop our systems, structures, and staff over the last year.

We prioritise the safety and wellbeing of those we serve. We both participate in and sometimes instigate appropriate safeguarding procedures where needed and we work collaboratively with other agencies to this end. All staff have achieved at least level 3 Safeguarding Young People and Vulnerable Adults training (Managers at Level 5) and have refreshers and relevant subject discussions on these subjects on a regular basis.

Intercom's commitment to partnership working also extends beyond our support for individuals, professionals, and services. We also actively participate at structural and strategic levels in local, regional, and national contexts. We represent our diverse LGBT+ communities needs and voices as best we can at regional Safeguarding Reference Groups, Domestic Violence boards, as well as Voluntary Sector and Equalities partnership groups.

We continue to undertake the activities required to meet NHS Information Governance standards. This has been a core consideration in our technological developments over the year as we refine and improve what and how we record our activities and impact whilst ensuring we honour the need for security and confidentiality in our often very sensitive work.

Financial Review

The Trustees confirm that these accounts comply with requirements of relevant statute law, the Constitution of Intercom, and the appropriate edition of the Charity Commissioners' Statement of Recommended Practice. The relatively low level of donations from members of the public continues to reflect the fact that the great majority of our service-users and supporters are not themselves financially secure. We are grateful to all who have given what they can, whether in financial support or in hours of time, to support Intercom's work among the largest vulnerable community in the peninsula.

Reserves

Intercom has no permanent endowment and has never been in a position to build up significant long-term reserves. The balance of restricted funds carried forward each year is in accordance with funders' expectations and agreed work plans, and covers scheduled expenditure in the short or medium-term future. The balance of unrestricted funds carried forward is to protect Intercom against becoming vulnerable to any short-term funding-gap; the Trustees aim to achieve a position where there is an unrestricted reserve able to cover three months' operating expenses, in case of need, and for the purpose of generating investment income. We are of the opinion that we reached the three-month reserve in 2022 - 2023. The intention is to raise the value of this reserve in line with the growth of the organisation over time

**The Intercom Trust
Trustees' Report (continued)**

Grant making policy

From donations received we are providing direct help for individuals in need, maintained by payroll giving and other donations from members of the public, now by Virgin Giving and by occasional small grants.

The Prudence de Villiers Memorial Fund is a restricted fund for supporting Pride events and community development in Plymouth.

Risk exposure

The Trustees and CEO are continuously assessing Intercom's exposure to risk. An organisational risk register is reviewed regularly to manage risks. Expenditure, workplace activities and projections for work and budgeting are all managed on a day-to-day basis so as to minimise all medium and long-term risks, being particularly careful to ensure that Intercom is at all times basing its future budgets for expenditure on income that is definitely assured. The major barrier to Intercom's development continues to be the difficulty of matching the public demand for services across the service area with funding that would enable us to develop the needed capacity. However, developments over this year and last year continue to be very encouraging.

Approved by the trustees of the charity on .20/11/23..... and signed on its behalf by:

.....

Simon Hill (Chair)

Trustee

The Intercom Trust

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 20 November 2023 and signed on its behalf by:

.....
Simon Hill (Chair)
Trustee

The Intercom Trust

Independent Examiner's Report to the trustees of The Intercom Trust

I report to the trustees on my examination of the accounts of The Intercom Trust for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity trustees of The Intercom Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the The Intercom Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

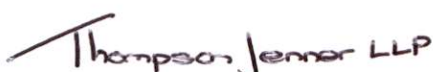
Independent examiner's statement

Since The Intercom Trust's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of The Intercom Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



David Tucker FCCA
Association of Chartered Certified Accountants

1 Colleton Crescent
Exeter
Devon
EX2 4DG

21 November 2023

The Intercom Trust

Statement of Financial Activities for the Year Ended 31 March 2023

	Note	Unrestricted £	Restricted £	Total 2023 £
Income and Endowments from:				
Donations and legacies	2	47,632	-	47,632
Charitable activities	3	64,570	560,119	624,689
Investment income	4	<u>1,256</u>	<u>-</u>	<u>1,256</u>
Total income		<u>113,458</u>	<u>560,119</u>	<u>673,577</u>
Expenditure on:				
Raising funds		(1,670)	-	(1,670)
Charitable activities	6, 7	<u>(139,573)</u>	<u>(555,441)</u>	<u>(695,014)</u>
Total expenditure		<u>(141,243)</u>	<u>(555,441)</u>	<u>(696,684)</u>
Net (expenditure)/income		(27,785)	4,678	(23,107)
Gross transfers between funds		<u>23,275</u>	<u>(23,275)</u>	<u>-</u>
Net movement in funds		(4,510)	(18,597)	(23,107)
Reconciliation of funds				
Total funds brought forward		<u>246,850</u>	<u>93,189</u>	<u>340,039</u>
Total funds carried forward	18	<u><u>242,340</u></u>	<u><u>74,592</u></u>	<u><u>316,932</u></u>
	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies	2	7,762	61,750	69,512
Charitable activities	3	82,368	499,618	581,986
Investment income	4	<u>52</u>	<u>-</u>	<u>52</u>
Total Income		<u>90,182</u>	<u>561,368</u>	<u>651,550</u>
Expenditure on:				
Charitable activities	6, 7	<u>(26,199)</u>	<u>(504,556)</u>	<u>(530,755)</u>
Total Expenditure		<u>(26,199)</u>	<u>(504,556)</u>	<u>(530,755)</u>
Net income		63,983	56,812	120,795
Gross transfers between funds		<u>(13,190)</u>	<u>13,190</u>	<u>-</u>
Net movement in funds		50,793	70,002	120,795
Reconciliation of funds				
Total funds brought forward		<u>196,057</u>	<u>23,187</u>	<u>219,244</u>
Total funds carried forward	18	<u><u>246,850</u></u>	<u><u>93,189</u></u>	<u><u>340,039</u></u>

The notes on pages 21 to 34 form an integral part of these financial statements.

The Intercom Trust
(Registration number: 1171878)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	13	703	995
Current assets			
Debtors	14	44,407	99,455
Cash at bank and in hand	15	<u>279,464</u>	<u>249,893</u>
		323,871	349,348
Creditors: Amounts falling due within one year	16	<u>(7,642)</u>	<u>(10,304)</u>
Net current assets		<u>316,229</u>	<u>339,044</u>
Net assets		<u>316,932</u>	<u>340,039</u>
Funds of the charity:			
Restricted		74,592	93,189
Unrestricted income funds			
Unrestricted		<u>242,340</u>	<u>246,850</u>
Total funds	18	<u>316,932</u>	<u>340,039</u>

For further details and analysis of the Unrestricted Reserve balance, please refer to Note 17 on Page 25 of the accounts.

The financial statements on pages 18 to 34 were approved by the trustees, and authorised for issue on 20 November 2023 and signed on their behalf by:

The Intercom Trust

Cash Flow Statement for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash (expenditure)/income		(23,107)	120,795
Adjustments to cash flows from non-cash items			
Depreciation	8	292	3,022
Investment income	4	<u>(1,256)</u>	<u>(52)</u>
		(24,071)	123,765
Working capital adjustments			
Decrease/(increase) in debtors	14	55,048	(78,695)
(Decrease)/increase in creditors	16	<u>(2,662)</u>	<u>4,137</u>
Net cash flows from operating activities		28,315	49,207
Cash flows from investing activities			
Interest receivable and similar income	4	<u>1,256</u>	<u>52</u>
Net increase in cash and cash equivalents		29,571	49,259
Cash and cash equivalents at 1 April		<u>249,893</u>	<u>200,634</u>
Cash and cash equivalents at 31 March		<u><u>279,464</u></u>	<u><u>249,893</u></u>
Reconciliation of net cash flow to movement in net funds			
Increase in cash		29,571	49,259
Net funds at 1 April 2022		<u>249,893</u>	<u>200,634</u>
Net funds at 31 March 2023		<u><u>279,464</u></u>	<u><u>249,893</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Accounting policies

The charity is a Charitable Incorporated Organisation (CIO) under the Charities Act.

The address of its registered office is:

PO Box 285
Exeter
Devon
EX4 3ZT

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation

The Intercom Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are prepared in sterling, which is the functional currency of the charity.

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

Investment income

Investment income is recognised on a receivable basis.

Charitable activities

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses.

Government grants

The Coronavirus Job Retention Scheme grant has been credited to other income so as to match the grant to the underlying eligible furloughed staff expenditure to which it relates.

Tangible fixed assets

Individual fixed assets costing £50 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures, fittings and equipment	25% straight line basis

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objects of the Charity.

Designated funds are resources set aside from unrestricted funds for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The Charity operates a defined contribution pension scheme. Contributions are charged in the SOFA as they become payable in accordance with the rules of the scheme.

2 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total funds £
Donations and legacies;			
Donations from individuals	47,632	-	47,632
Total for 2023	47,632	-	47,632
Total for 2022	7,762	61,750	69,512

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

3 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total funds £
Grant income	-	379,842	379,842
Service level agreements	-	180,277	180,277
Training and consultancy income	52,020	-	52,020
Other charitable activity income	450	-	450
Use of premises	12,100	-	12,100
Total for 2023	64,570	560,119	624,689
Total for 2022	82,368	499,618	581,986

4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	1,256	1,256
Total for 2023	1,256	1,256
Total for 2022	52	52

5 Expenditure on raising funds

a) Costs of generating donations and legacies

	Direct costs £	Total costs £
Costs of generating donations and legacies	1,670	1,670
Total for 2023	1,670	1,670

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

6 Expenditure on charitable activities

	Activity undertaken directly £	Activity support costs £	Total expenditure £
Provision of LGBT+ community resource	<u>21,737</u>	<u>666,036</u>	<u>687,773</u>
Total for 2022	<u><u>23,289</u></u>	<u><u>501,602</u></u>	<u><u>524,891</u></u>

£134,875 (2022: £21,884) of the above expenditure was attributable to unrestricted and £552,898 (2022: £503,007) to restricted.

In addition to the expenditure analysed above, there are also governance costs of £7,241 (2022: £5,864) which relate directly to charitable activities. See note 7 for further details. An additional £72 (2022: £88) relates to bank fees.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

7 Analysis of governance and support costs

Support costs allocated to charitable activities

	Basis of allocation	Information technology £	Staff costs £	Administration costs £	Premises costs including depreciation £	Total funds £
Provision of LGBT+ community resource	ABCD	30,183	532,181	52,756	50,916	666,036
Total for 2022		<u>17,279</u>	<u>415,400</u>	<u>29,727</u>	<u>39,196</u>	<u>501,602</u>

Basis of allocation

Reference	Method of allocation
A	For information technology 100% of the costs incurred
B	For human resources based on activity in terms of time taken
C	For administration costs 100% of the costs incurred
D	For premises costs 100% of the costs incurred

Governance costs

	Unrestricted funds General £	Restricted funds £	Total funds £
Independent examiner fees			
Examination of the financial statements	4,099	-	4,099
Marketing and publicity	599	2,543	3,142
Total for 2023	<u>4,698</u>	<u>2,543</u>	<u>7,241</u>
Total for 2022	<u>4,315</u>	<u>1,549</u>	<u>5,864</u>

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

8 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

	2023 £	2022 £
Depreciation of fixed assets	<u>292</u>	<u>3,022</u>

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	463,956	367,856
Social security costs	37,831	28,582
Pension costs	21,755	16,652
Other staff costs	8,639	1,772
	<u>532,181</u>	<u>414,862</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2023 No	2022 No
Service delivery	<u>20</u>	<u>19</u>

20 (2022 - 19) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £21,744 (2022 - £16,652).

No employee received emoluments of more than £60,000 during the year

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

During the year the charity made the following transactions with key management personnel:

Key Management Personnel

The Key Management Personnel received remuneration of £99,436 (2022: £94,199)

11 Independent examiner's remuneration

	2023 £	2022 £
Examination of the financial statements	<u>4,099</u>	<u>4,225</u>

12 Taxation

The charity is a registered charity and is therefore exempt from taxation.

13 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2022	<u>14,013</u>	<u>14,013</u>
At 31 March 2023	<u>14,013</u>	<u>14,013</u>
Depreciation		
At 1 April 2022	13,018	13,018
Charge for the year	<u>292</u>	<u>292</u>
At 31 March 2023	<u>13,310</u>	<u>13,310</u>
Net book value		
At 31 March 2023	<u>703</u>	<u>703</u>
At 31 March 2022	<u>995</u>	<u>995</u>

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

14 Debtors

	2023	2022
	£	£
Trade debtors	39,410	94,333
Prepayments	1,924	1,924
Other debtors	3,073	3,198
	44,407	99,455

15 Cash and cash equivalents

	2023	2022
	£	£
Cash on hand	1,311	266
Cash at bank	278,153	249,627
	279,464	249,893

16 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	4,614	5,006
Other creditors	28	2,298
Accruals	3,000	3,000
	7,642	10,304

17 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £21,755 (2022 - £16,652).

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

18 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
<i>General</i>					
Unrestricted income fund	86,850	77,150	(80,687)	(531)	82,782
<i>Designated</i>					
Reserves	160,000	-	-	-	160,000
Open Project	-	36,308	(60,556)	23,806	(442)
	<u>160,000</u>	<u>36,308</u>	<u>(60,556)</u>	<u>23,806</u>	<u>159,558</u>
Total unrestricted funds	<u>246,850</u>	<u>113,458</u>	<u>(141,243)</u>	<u>23,275</u>	<u>242,340</u>
Restricted funds					
Prudence de Villiers Fund	957	-	(20)	-	937
Children In Need Fund	-	33,320	(32,095)	-	1,225
Warm Spaces	-	4,290	(4,292)	2	-
Devon ICS	-	65,187	(65,276)	89	-
Kernow ICS	(110)	49,800	(49,831)	141	-
Open Project	23,806	-	-	(23,806)	-
Young Devon In-Reach	-	20,000	(8,981)	-	11,019
Big Lottery Fund	228	243,577	(243,909)	104	-
Tudor Trust	-	33,334	(33,338)	4	-
Victim Support	-	20,000	(20,040)	40	-
Clothworkers	1,840	-	(1,847)	7	-
NHS Charities Together COMF	15,518	6,050	(21,560)	(8)	-
MOJ LGBT IDVA	49,950	7,950	(52,650)	150	5,400
Norman Family Charitable Trust	1,000	-	(1,002)	2	-
LGBT Consortium Helplines	-	4,641	(4,641)	-	-
Garfield Weston	-	30,000	(6,861)	-	23,139
Health Education Peers Supporters	-	21,970	(9,098)	-	12,872
Cornwall College Hub	-	20,000	-	-	20,000
	<u>93,189</u>	<u>560,119</u>	<u>(555,441)</u>	<u>(23,275)</u>	<u>74,592</u>
Total restricted funds	<u>93,189</u>	<u>560,119</u>	<u>(555,441)</u>	<u>(23,275)</u>	<u>74,592</u>
Total funds	<u>340,039</u>	<u>673,577</u>	<u>(696,684)</u>	<u>-</u>	<u>316,932</u>

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
<i>General</i>					
Unrestricted income fund	55,852	90,182	(26,199)	(32,985)	86,850
YAY	20,205	-	-	(20,205)	-
	<u>76,057</u>	<u>90,182</u>	<u>(26,199)</u>	<u>(53,190)</u>	<u>86,850</u>
<i>Designated</i>					
Reserves	120,000	-	-	40,000	160,000
Total unrestricted funds	<u>196,057</u>	<u>90,182</u>	<u>(26,199)</u>	<u>(13,190)</u>	<u>246,850</u>
Restricted					
Prompt Action (DCC)	1,650	-	-	(1,650)	-
Prudence de Villiers Fund	972	-	(15)	-	957
Children In Need Fund	11,656	-	(12,529)	873	-
Devon ICS	-	64,098	(64,146)	48	-
Kernow ICS	-	49,800	(50,145)	235	(110)
Open Project	3,376	61,750	(41,320)	-	23,806
Big Lottery Fund	711	233,506	(233,989)	-	228
Tudor Trust Wellbeing	2,000	-	(1,931)	(69)	-
Big Lottery Server and Database Depreciation	2,822	-	(2,822)	-	-
Tudor Trust	-	33,333	(33,355)	22	-
Victim Support	-	20,000	(19,988)	(12)	-
YAY Interim	-	9,000	(8,965)	(35)	-
Devon Community Foundation	-	2,250	(2,090)	(160)	-
Clothworkers	-	2,650	(810)	-	1,840
NHS Charities Together COMF	-	32,981	(17,463)	-	15,518
MOJ LGBT IDVA	-	50,000	(50)	-	49,950
Norman Family Charitable Trust	-	1,000	-	-	1,000
LGBT Consortium Helplines	-	1,000	(14,938)	13,938	-
Total restricted funds	<u>23,187</u>	<u>561,368</u>	<u>(504,556)</u>	<u>13,190</u>	<u>93,189</u>
Total funds	<u>219,244</u>	<u>651,550</u>	<u>(530,755)</u>	<u>-</u>	<u>340,039</u>

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

The specific purposes for which the funds are to be applied are as follows:

Unrestricted funds comprise those funds which the trustees are free to use in accordance with the charitable objectives.

Reserves

An unrestricted fund specifically designated to protect Intercom against becoming vulnerable to any short-term funding-gap and is created to cover 3 months running costs or redundancies in the absence of other funding.

Open Project (designated from unrestricted)

Within our unrestricted funds we have a funding pot we have designated towards our Open Project which provides LGBT+ safe spaces in schools across Devon and Cornwall.

Big Lottery Fund

The Big Lottery Fund is a five-year restricted grant (3 of 5 complete), to support Intercom's Helpline Advocacy and Support services for individuals in need across Cornwall, Devon, Plymouth and Torbay.

Devon ICS

This NHS funding supports the provision of our Help Support and Advocacy service in Devon.

Kernow ICS

This NHS funding supports the provision of our Help Support and Advocacy service in Cornwall.

MOJ LGBT IDVA

This SLA enables us to provide a specialist LGBT+ Domestic Violence service (Safer Rainbow) in Devon and support the service in Cornwall, funded by Ministry of Justice through Torbay Council.

Victim Support

This year-on-year grant supports us to provide support to LGBT+ victims of crime across Devon and Cornwall.

Tudor Trust

This was a three-year restricted fund (3 of 3 completed) to significantly contribute to the core costs of running the charity.

Children in Need

This is a three-year restricted fund (1 of 3 completed) to support the running and staffing costs of Young and Yourself, YAY, our Cornwall LGBTQ+ Youth Groups.

Garfield Weston Fund

This one-off grant is supporting our work in Help, Support, and Advocacy.

Warm Spaces

This grant from Devon County Council supported us to provide warm space drop-ins over the winter. It is now completed.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

Young Devon In-Reach

This funding enabled us to employ a part-time youth worker to provide mental health support to young LGBT+ people on hospital wards throughout Devon.

Clothworkers

This capital grant enabled us to furnish our new Plymouth office to ensure a good welcome for clients. It is now completed.

Norman Family Charitable Trust

This grant enabled us to provide a series of supportive community groups. It is now completed.

LGBT Consortium Helplines

This was the last grant, provided through NET, to support networking and collaboration between a consortium of LGBT+ helplines across the country. It is now completed.

Health Education Peers Supporters

This grant enabled us to train and support Peer Supporters in our Cornwall Youth Group, YAY.

Cornwall College Hub

This funding, provided by Kernow ICS via Cornwall Young People, enables us to provide specialist LGBT+ youth worker support to some Colleges in Cornwall.

Prudence de Villiers Fund

This fund comprises the assets of the former charity Plymouth Pride Event, which were transferred to Intercom under the terms of the dissolution of Plymouth Pride Event. The fund's purpose is to assist and support local community-led Pride and similar events in Plymouth.

Big Lottery Server and Database

This was a one-off grant to pay for a new server and also a contribution towards our new HSA monitoring system. It is now completed.

DCC Prompt Action

This fund was completed in the last financial year.

19 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2023
	General	Designated		
	£	£	£	£
Tangible fixed assets	582	-	121	703
Current assets	89,842	159,558	74,471	323,871
Current liabilities	(7,642)	-	-	(7,642)
Total net assets	82,782	159,558	74,592	316,932

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

	Unrestricted funds		Restricted funds £	Total funds at 31 March 2022 £
	General £	Designated £		
Tangible fixed assets	734	-	261	995
Current assets	96,420	160,000	92,928	349,348
Current liabilities	(10,304)	-	-	(10,304)
Total net assets	86,850	160,000	93,189	340,039